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IT SECURITY FOR INMATE SYSTEMS

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IT security for Inmate Systems entails the processes, procedures and products employed to protect the inmate systems from compromise by external and internal threats. It also entails the containment and prevention of misuse of computer assets by offenders that are granted access to computer systems in the normal course of prison employment and programs.

Application Support Hours

The hours of support required for IT Security for Inmate Systems will be during normal business hours of 8 am to 5 pm for applications. Desktop and hosting support of systems located at a DTS facility will be 24 hours/day 7 days a week.

Product Features and Descriptions

Feature	Description
Internal threat prevention	Ensure that proper safeguards and procedures are in place to prevent unauthorized access to department data from outside or inside by inmates granted use of computer systems for employment or programming purposes.
Secure computing environment	Consult with Facilities Management and individual units to ensure that plans for new and existing facilities incorporate security measures to prevent unauthorized access to computer and network assets.
Security audits	Periodically audit and provide security scans on computers used by inmates to ensure that they are being used for their intended purposes and not being misused in any fashion.

Features Not Included

Feature	Explanation
Internal investigations of computer misuse	The Department's Law Enforcement Bureau investigates misuse of computer assets by staff and by inmates. DTS provides information to the Law Enforcement Bureau as requested.

Rates and Billing

Feature	Description	Base Rate
IT Security for Inmate Systems		Please refer to the DTS rates for services provided

Ordering and Provisioning

IT Security for Inmate Systems is a unique service provided to the Utah Department of Corrections. Ordering this service is not required. When requested, DTS staff will consult with UDC staff on Inmate security issues. DTS staff will provide hardware and software recommendations to minimize the potential for unauthorized access (hardware, software, data, Internet content, etc) by Inmates.

Work to install hardware and software for Inmate Systems should not be performed by DTS staff. On occasion and workload permitting, DTS may assist UDC Correctional Officers with technical issues on Inmate Systems.

DTS Responsibilities

Recommend best practices for safeguarding all the department's inmate computer assets and data.

Agency Responsibilities

Act on and enforce the recommendations of DTS to ensure that inmates are using computer assets and data in such a way as to promote and ensure proper security of those assets. Ensure that inmates do not violate computer security best practices.

The department is also required to purchase or provide the products and services required to ensure the security of the Department's Inmate Systems (data and IT assets).

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM / CACTUS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Note: Application Availability metrics for NORM/CACTUS, UDC COTS, and UDOCA are based on normal business hours (Monday – Friday 8 am – 5 pm).

For O-Track and M-Track the availability metrics are based on a 24 hour / day x 7 days / week schedule. However, after normal business hours only Desktop Support and Hosting staff provide on-call service to O-Track and M-Track systems. Due to the very low incidence of calls requiring Software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines

Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied